

# TUSLA

An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency

## Careers at Tusla

### Child and Family Agency

#### Exploring Opportunities



[tusla.ie](https://tusla.ie)

## Acknowledgment

I would like to extend a sincere and heartfelt thank you to the dedicated members of our Retention Team. Your unwavering commitment and expertise have played a pivotal role in creating this invaluable resource, empowering young individuals to pursue fulfilling careers.

# Welcome to TUSLA

**Welcome to “Careers at Tusla, Child and Family Agency: Exploring Opportunities,” a comprehensive booklet that serves as your gateway to a world of exciting career possibilities.**

Our People Strategy 2022 – 2024, is about building together on past achievements and creating a purposeful work experience that we can be proud of. A place that future colleagues will want to join and where they will want to build their careers and a working environment that supports the mission of Tusla to develop and deliver great child focused services.

Within these pages, you will uncover invaluable insights and guidance to help shape your professional journey. In the pages that follow, you will discover a wealth of information, insights, and inspiration that will empower you to make informed choices about your own professional path.

Tusla, Child and Family Agency, is driven by a profound sense of purpose – to protect, support, and empower vulnerable children and families. Our mission is essential as it touches the very core of our society. In these pages, we invite you to explore the diverse roles and professions that contribute to our overarching goal.

This booklet is an invitation to dream, to envision a future where you can contribute meaningfully to the lives of others. It is an opportunity to reflect on your own aspirations, strengths, and passions, and to consider how they align with the opportunities that await you within Tusla.

We encourage you to use this guide as a springboard for self-discovery, to find the areas where your talents can flourish.

I hope that the knowledge and insights you gain from these pages empower you to forge a path that not only fulfils your ambitions but also makes a lasting impact on the world around you. Remember, the decisions you make today can shape the trajectory of your tomorrow. So, read on, explore with an open mind, chase your dreams, and embark on a meaningful career that will shape a brighter future for all.

Warmest regards,

**Rosarii Mannion**

Director of People and Change



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## Vision & Mission



## Our Values & Behaviours



## What Tusla can Offer you as an Employer of Choice

Working in Tusla offers structured opportunities for both personal growth and career development. There are many benefits including a permanent position, competitive salary, pension, coaching, mentoring and peer support, blended (remote) working options and equal opportunities.

Tusla is growing and is looking for people who embody values and behaviours of **trust, kindness, respect, and empowerment**. Working for Tusla, regardless of the specific role, contributes to supporting vulnerable children and families in communities across Ireland.

### What to expect from the Recruitment process

We are excited to receive applications from all suitably qualified individuals who are interested in working with Tusla – Child and Family Agency. All our campaigns are run in-house by our recruitment department, Tusla Recruit.

For each post there are criteria that apply to applicants which will determine if you are eligible or ineligible. Eligibility criteria are detailed on the Job Specification for each post.

### For example

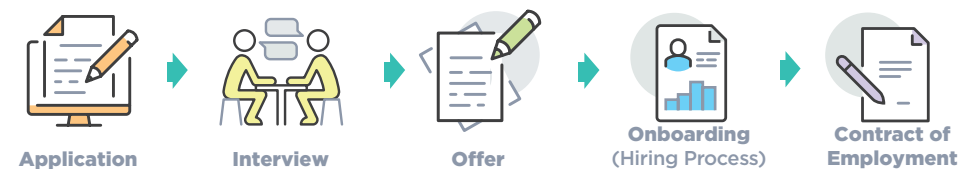
Eligibility Criteria Qualifications and / or Experience	Applicants must by the closing date of application have the following:
	<ul style="list-style-type: none"> <li>Have at least 3 years' management experience – managing staff, budgets and general administration</li> </ul> <p style="text-align: center;"><b>and</b></p> <ul style="list-style-type: none"> <li>Possess sufficient administrative capacity to discharge the functions of the role</li> </ul>
	<p><b>Health</b> A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>Character</b> Each candidate for and any person holding the office must be of good character</p>

A selection panel of senior managers will assess your application form against the eligibility criteria to see how your experience and skills match the needs of the post.

identified as necessary to ensure effective performance in a particular job or role.

Competency-based interviews focus on the key competencies identified for a particular role. A competency is the skill, knowledge or experience that has been

Candidates who are successful at interview may be placed on a panel (Talent Pool) and considered for the positions that are offered in order of merit.





## Social Work

### Direct Contact Point/Duty and Intake/Screening Teams

This is the first point of contact for all referrals to Tusla. Here the referral information is explored further to see if the child/family require additional supports/interventions. If a determination is made that the referral need further assessment, then it is transferred to the Assessment and Intervention Team.

### Assessment and Intervention Teams

This team completes an assessment with the family. A Social Worker will work with families to find solutions. They will assess the needs of the family, the strengths of the family as well as determining what

network supports are available to the family. They will liaise with other services if any are working with the family as well as gathering further information from GP's, Public Health Nurse and Schools. This assessment, when completed, will determine what supports may need to be put in place to help the family and other agencies and services that are working with the family.

### Children in Care Teams

This team supports children and young people who have been placed in care which includes Relative Foster Care, Foster Care, Residential Care and Secure Care. The Children in Care Social Worker will also work with the child or young person's birth families.

### Fostering Teams

The Fostering Team Social Worker is often referred to as a Link Social Worker. They provide Foster Carers with support and supervision through visits and telephone contact. They ensure that Foster Carers provide a safe, healthy, nurturing and learning environment for children and young people.

### Adoption Teams

Adoption Social Workers help people who are eligible under The Birth Information and Tracing Act 2022 to access the full release of their birth certificate, birth information, early life care and medical information.

Under the same act Adoption Social Workers can help people in the process of searching for a person for the purpose of making contact or seeking or sharing information. This can be an emotional journey for many people and the Adoption Social Worker will help the person by providing the necessary supports and advise on any practical challenges that may present.

Adoption Social Workers complete adoption assessment with individuals and couples who wish to adopt a child from either Ireland (domestic adoption) or from abroad (inter country adoption). The purpose of the assessment is to establish the applicant's(s) eligibility and suitability as prospective adoptive parent(s).

### After Care Teams

Social Workers along with support of Social Care Workers help young adults who have been through the 'care system' to continue with their education and to live independently. Financial support is available by way of a monthly allowance and there is also an Aftercare Grant, which is a once off payment to help the young person with their first month of rent or deposit. Social Workers provide in-person support and complete an Assessment of Need which will identify key areas where a young person needs support. The Social Workers will also complete an Aftercare Plan which is designed to give the young person support in area most needed.

## Separated Children Seeking International Protection Team (SCSIP)

Tusla's team for Separated Children Seeking International Protection and unaccompanied minors work with children and young people who arrive in Ireland without their parent or guardian and may need international protection. An assessment is carried out by the Social Worker and arrangements are made for accommodation (either in foster care or residential care) and the young person is supported to make their application for international protection, to access education and receive medical care. The Social Workers, along with Social Care Workers and Family Support Practitioners try to contact family members (either in Ireland or abroad) and reunify the child/young person where possible. There is also an aftercare service especially for this group of young people. The team also work with the EU refugee relocation programme to bring young people to Ireland from other EU states like Greece, Italy or Malta.



## What makes a good Social Worker

Some of the qualities of a Social Worker are as follows.

- Good communication is a vital part of Social Work practice. This includes both verbal as well as non-verbal communication and being a good listener.
- Having empathy is another important skill, Social Workers should be sensitive and respectful to their clients' feelings.
- A passion to help others and have patience. You will need to be non-judgemental and maintain confidentiality. You will want to 'make a difference'.
- Cultural competence is required in order to work effectively with clients from diverse backgrounds. Social Workers need to be knowledgeable and respectful of their clients' cultural backgrounds.
- Organisation skills are important as Social Workers have a very busy schedule. You will need to be able to prioritise your workload.

### Duty and Intake Social Work

"I came to Tusla as Duty Social Worker with Tusla since June 2022 through the Graduate Programme – Tusla have been extremely supportive with my transition from student to Social Work Practitioner. I have felt very supported by colleagues and managers in Tusla. There was a mentor system / buddy system and this was someone on the team that I could go to with any problem who would help me. This was very assuring and a great way to build confidence as a social worker. Tusla is a great place to work and to gather some valuable social work experience."

**Gearoid,  
Professionally Qualified Social Worker**

### Adoption Social Worker

"I work as a Social Worker with the National Adoption & Birth and Tracing Service. As part of my adoption role, I undertake Fostering to Adoption, Intercountry, Domestic and Step-Parent Social Work Assessments. I love working with children to get make their wishes come true. I support a child's voice during an Adoption Committee, The Adoption Authority of Ireland and the High court. Also, as a Trace Social Worker I support adult adopted persons to meet their biological family for the very first time! I feel extremely privileged that people share their personal life stories and feelings with me. I have a deep connection with my colleagues who are extremely passionate, kind and caring. Self-Care is extremely important in the caring profession."

**Ber,  
Adoption Social Worker**

## How to become a Social Worker

- Trinity College Dublin offers an undergraduate degree for Social Work.
- University College Cork offer a Social Work undergraduate degree for mature students.
- University College Dublin, University of Galway, University College Cork, Maynooth University, Atlantic Technology University Sligo all offer a Masters in Social Work.

## Social Work Salary Career Progression and Salary

**Social Worker**  
(as of 01/03/23)  
€45,773 - €66,341

**Senior Social Work Practitioner**  
(as of 01/03/23)  
€56,333 - €72,549

**Social Work Team Leader**  
(as of 01/03/23)  
€65,079 - €75,068

**Principal Social Worker**  
(as of 01/03/23)  
€73,623 - €90,317



# Social Care Work

Within Tusla Child and Family Agency, Social Care Workers typically work across the following service areas:

- Community
- Residential Care
- Special Care

The primary aim is to provide interventions necessary to address the child or young person's issues or the issues that are preventing them from living at home or in relative foster care. Social Care Workers ensure the welfare of those under his or her care and act as an advocate for them.

Typically, Social Care Workers work across the following service areas:

## Community Social Care Worker

Social Care Workers in the community work in a therapeutic, preventative, direct role with children or young people and their families. They typically work as part of a multidisciplinary team and can be based in different service areas, for example, Child Protection Services, Child Welfare Service, Children in Care Service, Family Support Services and Aftercare services.

## Residential Social Care Worker

Residential care means that these children and young people live in houses like yours or mine. Houses are called residential homes and they are located in communities all across the country. Young people attend school and do everything that every other young person might do.

Where things are a bit different is that in residential care, young people are looked after and supported 24 hours a day by a team of social care workers who work in shifts every day of the year. Social care workers in residential care make sure that all the needs of the children and young people under their care are met, that they are safe, and that they can reach their full potential. Social care workers are trained to help children and young people deal with difficult emotions and behaviours that they may experience.

### Social Care Work:

"I joined Tusla after many excellent years working in the community. I chose Tusla as it aligned with my values, I wanted to progress my professional learning and development and the current role that I am employed in is the job that I wanted most in Tusla. I am delighted that I made the move. My manager is extremely supportive, and my team are formidable, hardworking professionals. There is every structure and resource for support within Tusla and that combined with the camaraderie of the team has made this transition to this organisation very pleasant."

Anne,  
Child, and Family Support Network  
Coordinator

## Special Care Social Care Worker

In a very small number of difficult situations, it may not be suitable or safe for some young people who need to be in care to live in foster homes or in residential care homes. This might be because they have experienced a lot of trauma and need specialist help, or because their behaviour in the community setting means they are placing themselves at too much risk. In these cases, a child may be placed in a Special Care Unit. These units offer higher levels of protection and supports from very specialist teams that include psychologists, psychiatrists, social workers, counsellors, and social care workers. The goal of special care is to help and support these young people so that they can return as quickly as possible to live in foster care, residential care or back at home with their families.

## What makes a good social care worker

- Ability to build positive relationships.
- Having empathy, understanding and being non-judgemental.
- Commitment to helping and to treating others with dignity and respect.
- Strong communication skills and being able to resolve conflict.
- Possessing a high level of self-awareness.
- Being able to work well as part of a team.
- Having good judgement skills.
- Being flexible and open to change.

## How to become a social care worker

- Social Care and Social Studies degree courses are offered at both Level 7 (ordinary) and Level 8 (honours) by a wide number of third level institutions in Ireland.
- Course content will include psychology, sociology, social studies, legal studies and professional practice placements.

## Social Care Worker Career Progression & Salary

### Social Care Worker

(as of 01/03/23)  
€36,195 - €51,941

### Social Care Leader

(as of 01/03/23)  
€51,666 - €60,336

### Deputy Social Care Manager

(as of 01/03/23)  
€56,487 - €64,478

### Social Care Manager

(as of 01/03/23)  
€62,414 - €71,418

# Educational Welfare Officers

## What is an Educational Welfare Officer

An Educational Welfare Officer's (EWO) job is to make sure children and young adults are doing well in school and to help with challenges. The focus is on the education and well-being of the child.

The Educational Welfare Service is part of Tusla Education Support Service (TESS) and helps children and their families with school attendance, participation and retention. It follows the rules set by the Education (Welfare) Act 2000. TESS team up with schools and other important services to make sure children have the best education possible. The goal is to make sure every child goes to school regularly or gets an education, so they can have all the opportunities they're entitled to.

Educational Welfare Officers (EWOs) are spread out across the country to help parents make sure their children go to school regularly. They offer advice and support to help parents out.

If a school principal is worried about a student not going to school, they can ask TUSLA's Educational Support Service (TESS) for help. TESS will then send an Educational Welfare Officer (EWO) to the school. The EWO will talk to the school principal to find out what's going on and see what supports the school has put in place to help the student. They'll also meet with the student's family. Home visits are important for EWOs to understand the situation better and often lead to solutions for the student and their family. If there are any challenges, the EWO will work with everyone involved to find a solution for the student.

## What makes a good Educational Welfare Officer

- Excellent communication skills
- Empathy
- Good judgement

## How to become an Educational Welfare Officer

Level 8 (or higher) major academic award (or equivalent qualification) in health, education, psychology or social science area.

## Social Care Worker Career Progression & Salary

**Educational Welfare Officer**  
(as of 01/03/23)  
€42,545 - €66,340

**Senior Educational Welfare Officer**  
(as of 01/03/23)  
€65,079 - €75,068

### Education Welfare Officer:

"I work in Tusla's Educational Support Service. Every child and young person in Ireland has a right to an education. My job is to make sure that they have access to education, attend school regularly, and that children and families are supported as best as possible to overcome any obstacles or issues that might get in the way of school attendance. My daily work is hugely varied, and no two days are really ever the same. And, though my role can be challenging at times, I work as part of a supportive team and I feel very privileged to be able to do the work that I do."

**Dave,**  
**Senior Educational Welfare Officer**

# Early Years Inspectors

## What is an Early Years' Inspector

Did you know that there are more than 4,300 early years services registered with Tusla in Ireland and more than 950 school age services registered with Tusla.

An early years service means any preschool, play group, day nursery, crèche, day care or any similar service that cares for children who are not yet attending a recognised school such as Childminders, drop in centres, full day care services etc.

Early years services must be approved by Tusla before they can be registered and begin to operate. Tusla has responsibility for promoting and monitoring the safety and quality of care and the support of children in early year's services.

All registered early years services are inspected by Tusla's Early Years inspectorate. The Inspectorate focuses on four key pillars – Safety; Health, Welfare and Development of the Child; Premises and Facilities, and Governance – when examining a service to see if it is of the proper standard.

Not only does this provide a safe environment for children to learn and play, but the subsequent inspections reports give parents an invaluable database from which to choose an early years service for their child and directs them where to go if they are unhappy with a service being provided.

The person who does this is called the Early Years Inspector.

## How to become an Early Years Inspector

Be registered in the Public Health Division of the Register of Nurses & Midwives maintained by Bord Altranais agus Cnáimhseachais na hÉireann (Nursing and Midwifery Board of Ireland) or entitled to be registered.

OR

Hold a professional qualification in Social Care, Social Work, Early Years Care and Education, Bachelor of Education or Child Psychology to a minimum of Level 8.

AND have the required level of experience.

## What makes a good Early Years' Inspector

- Planning and Organising
- Team Skills
- Commitment to Quality Care
- Communication and Interpersonal Skills
- Knowledge and Professional Knowledge

## Early Years' Inspector Career Progression and Salary Scale

**Early Years Inspector**  
(as of 01/03/23)  
€64,850 - €74,453

**Inspection and Registration Manager**  
(as of 01/03/23)  
€73,623 - €90,317



# Therapeutic Roles

Tusla, Child and Family Agency employ a number of therapeutic roles to provide specialist care for young people in the community and in secure Tusla settings. The advantage of having these different disciplines working together is that each discipline has its own lens through which to view and understand a young person and the circumstances that led them to need this level of care. The process of

combining the different views, provided by each discipline, allows for a much richer and more complete view of the young person and their difficulties. In addition to the therapeutic roles outlined below, we do employ a small, but growing number of addiction counsellors & psychotherapists. If you require more information on these posts, please do get in touch [tuslarecruit@tusla.ie](mailto:tuslarecruit@tusla.ie)



# Psychologists

## What does a Tusla Psychologist do

Psychologists in Tusla may be trained with different fields of applied psychology, such as clinical, counselling, or educational psychology. They implement the full range of assessment and therapeutic skills with regard to developmental and mental health difficulties that may be used by psychologists in other contexts, but with a particular focus on the protection and safety of children. For children and young people who are in the care of Tusla, psychologists use their skills within the agency's care planning framework to support families, carers, educational services, and social care teams, with a view to helping children and young people to feel secure in their care placements.

Working alongside their colleagues in social work services and in other therapeutic roles, psychologists assess how Tusla can best meet the needs of children and young people, and the needs of those caring for them. This can involve developing understandings of both current difficulties and past trauma, and also the impact of being placed in care. Psychologists frequently work to make sense of risks to children and young people's safety and wellbeing and develop collaborative plans to address and manage those risks, often by seeking to maximise strength, ability and resilience.

This is always done with a focus on the best interests of the child and making sense of presenting difficulties in terms of the child's real experiences. All psychologists in Tusla work using a trauma and attachment framework, meaning that difficulties are always understood in a non-blaming way as occurring in the context of the adverse experiences children and families have had within their relationships.

The overarching aim of psychologists working in Tusla is that young people receive a service from the agency that helps them feel more secure, more connected to others, and to move toward a better quality of life. Psychologists always work to support children and young people to have better relationships with the most important people in their lives. This very frequently involves helping those important people to understand the children and young people better, by using psychological theory to help make sense of the way they feel, think and act, and by addressing the trauma-related barriers that are often in the way of people having the relationships they would like to have.

On a daily basis, the work of a psychologist in Tusla can include multiple different ways of supporting children and young people. In many cases, psychologists work directly with children and young people, providing psychological therapy. Very frequently, this work is also associated with support to families and/or carers (foster carers and social care workers) and can involve working jointly with young people and caregivers. For all cases, Tusla psychologists participate in meetings that organise the provision of care by the agency, such as meetings of professional networks and statutory Child-in-Care Reviews. Written reports are often provided by psychologists that describe the work that has been done on particular cases and make recommendations designed to guide the planning of care by the agency.

## What makes a good Psychologist

A good psychologist is one who understands what the profession has to offer to vulnerable children and families, but also recognises that the complexity of the work requires collaboration with other professionals and integrating multiple ways of understanding needs. Psychologists need to be committed to learning throughout their careers so that they can have a deep understanding of theory and research, which is used to shape the work that they do. Openness to learning from colleagues and to be willing to consider different perspectives are also key attributes of a good psychologist.

The work of a psychologist is always based on ensuring that the welfare of clients is the most central concern, which means that the skills to be able to relate to people and understand their needs are essential. Psychologists need to be able to work with people who are experiencing emotional distress and to be prepared, through training and the support of colleagues, to help people to transform that distress. This requires being empathetic, curious and self-aware.

A good psychologist is not one who does not feel impacted by their client's distress but is rather one who can feel the impact and is able to cope with it. Psychologists are, above all, human beings who are affected deeply by the work that they do, but rely on experience, self-care, and the support of others to not be adversely affected in their own lives. Often, empathy, in the sense of the ability to 'feel with' the distress of others, that is the most important skill that a psychologist brings to their work.



## How to Become a Psychologist

When choosing a course, it is essential to ensure that it has accreditation from the Psychological Society of Ireland (PSI), or from accrediting bodies within other countries such as the Healthcare Professionals Council (HCPC) in the UK.

Most undergraduate courses in psychology take about four years to complete. Some courses may allow a three-year degree in psychological science among other subjects, after which a further year can be completed to obtain the full psychology qualification. It is also possible for those who have completed a degree in a subject other than psychology to complete a conversion course, usually a Higher Diploma course lasting between 1 and 2 years.

## Psychologist Career Progression and Salary Scale

### Staff Grade Psychologist

(as of 01/03/23)

€56,823 - €97,280

### Senior Psychologist

(as of 01/03/23)

€90,314 - €106,158

### Therapeutics

"As the Regional Therapy Manager in Tusla, every day brings a blend of challenges and rewards. From collaborating with my dedicated colleagues to developing innovative therapy programs, to witnessing the positive impact our work has on the lives of children and families. Guiding young people towards brighter futures through tailored support has been the focus of my role, making Tusla not just a workplace, but a platform to help others."

**Rob,**  
Regional Therapy Manager



# Speech and Language Therapists

## What does a Tusla Speech and Language Therapist do

Communication is central to us as human beings. Communication allows us to develop relationships and share our thoughts and feelings. Children who find communication hard, find life hard. Speech and Language therapists work as part of a multidisciplinary team to screen, assess, diagnose, and support children with speech, language, and communication needs (SLCN). Speech and Language therapists reduces the potentially negative consequences of unidentified and/or unmet communication needs including:

- Social, Emotional and Mental Health difficulties
- Low self-esteem
- Frustration, stress and blame
- Difficulty with peer relations and social interactions
- Increased risk of exclusion / dropping out from school
- Reduced employment opportunities / risk of unemployment
- Contact with the criminal justice system

Identifying and meeting children's communication needs helps children and young people to communicate with those around them and supports their social and emotional well-being, mental health, relationship building, educational attainment and future life chances.

## What makes a good Speech and Language Therapist

Speech and Language therapists working within Tusla play an important role in supporting children and young people in developing their care plans, accessing therapies, education, and employment, and supporting their relationships with their family and friends.

Speech and Language Therapists are dynamic, child centred and always promote the voice of the child.

## How to Become a Speech and Language Therapist

**Bachelor in Science in Clinical Speech and Language Studies**, University of Dublin, Trinity College Dublin

**Bachelor of Science (Speech and Language Therapy)**, University College Cork

**Bachelor of Science (Speech and Language Therapy)**, National University of Ireland, Galway

**Master of Science in Speech and Language Therapy (Professional Qualification)**, University of Limerick

## Speech and Language Therapist Career Progression and Salary Scale

**Speech and Language Therapist**  
(as of 01/03/23)  
€40,325 - €58,483

**Senior Speech and Language Therapist**  
(as of 01/03/23)  
€58,599 - €68,998

# Occupational Therapists

## What does a Tusla Occupational Therapist do

A Tusla Occupational Therapist works with children & young people to enable them to participate in life to the best of their abilities. This includes working holistically to facilitate optimal engagement in things a child or young person needs or wants to do. We work collaboratively with the rest of the Tusla team, other agencies involved and a child, young person's family & carers. By enabling children & young people to engage in activities that hold meaning to them, occupational therapists strive for an improved day-to-day quality of life.

## What makes a good Occupational Therapist

You need good powers of observation, to ensure that assessments and monitoring are precise. You'll also need to be practical, resourceful and flexible. Patience and good interpersonal skills are a must. Of particular importance from an interpersonal perspective is being a kind, social person with sensitivity, empathy and a cheerful disposition. It is also important to have lots of energy and flexibility and be open to thinking about things in a different way.

## How to Become an Occupational Therapist

Those wishing to pursue a career as an Occupational Therapist will be required to follow a relevant course of study. Qualification is via a 4-year degree course leading to a B.Sc. in Occupational Therapy.

An alternative avenue would be to consider a PLC Level 5 course to become

## Occupational Therapist Progression and Salary

**Staff Grade Occupational Therapist**  
(as of 01/03/23)  
€40,325 - €58,483

**Senior Occupational Therapist**  
(as of 01/03/23)  
€58,599 - €68,998

**Clinical Specialist Occupational Therapist**  
(as of 01/03/23)  
€64,821 - €75,220

**Occupational Therapy Manager**  
(as of 01/03/23)  
€70,639 - €84,801

**Occupational Manager in Charge**  
(as of 01/03/23)  
€81,770 - €89,998

# Play Therapist

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## What does a Tusla Play Therapist do

Play therapists working within Tusla work with children who have experienced complex life events. They do this by using the therapeutic power of play and establishing a therapeutic relationship. Play therapy allows children to play out their thoughts, feelings and problems. Toys are like the child's words and play is the language of therapy.

Key to play therapy is the relationship that the therapist develops with the child.

In Tusla, children referred to a play therapist often have complex needs which require the intervention of a mental health professional. Child and adolescent psychotherapists who specialise in play therapy are best placed to offer such interventions.

The play therapist will work in partnership with children, their parents and other professionals, to support the child in their ongoing development and to apply individual treatment programmes.

The play therapist creates content for training and spreading awareness about the importance of play and relationships in a child's world. The play therapist delivers training to parents, professionals and wider communities on the role and benefits of therapeutic play in a child's life.

The work of a play therapist is Tusla can be varied and diverse and as such requires flexibility and adaptability.

## What makes a good Play Therapist

A good play therapist will have a keen interest in children and their right to play and have access to developmentally appropriate interventions. A good play therapist will demonstrate skills of patience, curiosity, empathy, compassion, and an interest in creative media.

A good play therapist needs to be an active listener and is flexible and adaptive to changing and developing needs.

A good play therapist will want to promote positive mental health in children and offer corrective experiences for those children who have known disruptions in their lives.

## How to Become a Play Therapist

To become a play therapist, it is necessary to have a 2.2 or higher in a relevant undergraduate (generally a level 8) degree (for example, social science, social care, psychology, nursing, community development, education, counselling, psychotherapy etc.) or equivalent.



## Play Therapist Career Progression and Salary Scale

**Play Therapist**  
(as of 01/03/23)  
€40,325 - €58,483

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**Senior Play Therapist**  
(as of 01/03/23)  
€58,599 - €68,998

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# Business Support

## What is business support?

The main goal of business support is to carry out administrative tasks. This improves efficiency, reduces errors, and ensures that all aspects of the organisation are being managed effectively.

Business support is critical in Tusla's success as it provides the necessary structure and support to enable our organisation to function efficiently and achieve its goals.



# Grade III – Clerical Officer

Clerical Officers are vital to the business support team and social work teams alike. They provide much-needed support in teams and are often the first port of call to those external to the agency.

Our Clerical Officers are crucial for the day-to-day running of offices and departments and work under the direction and leadership of an assigned manager.

Clerical Officers within Tusla Child and Family Agency, are responsible for day-to-day office duties such as drafting correspondence, post, dictaphone typing, telephone queries, maintaining and updating databases, greeting external professionals & members of the public, as well as other office-based duties which also may differ according to the role.

Roles vary from working in the reception of any of our 300 buildings in Ireland's 26 counties to supporting any of our teams in social work and beyond. For a full list of all our departments that may be of interest, please see appendix 1 of this booklet.

## Pay Scale

**Grade III - Clerical Officer**  
(as of 01/03/23)  
€27,145 - €44,113

## What Makes a good clerical officer

- Effective Communication
- Organised
- Team Player
- Time Management
- Willingness to learn
- Confidentiality
- Enthusiastic

### Business Support

"Tusla has given me the opportunity to work from home and the office through our Blended Working Policy. This is a huge plus for me as a mum with a family of 3. Tusla has also given me opportunities to progress my personal development through training both online and in person."

**Serrena,  
Business Support**



## Grade IV

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Our Grade IV's are the first rung on the ladder of line management and leadership.

Our Grade IV's work as part of a team, supporting managers and colleagues to meet work goals and objectives and to deliver quality services to internal and external service users. These pivotal roles often supervise and are responsible for developing those in Clerical Officer Business Support roles.

Grade IV's can be found in almost every department in our expanding service. They too are responsible for the day-to-day running of offices supporting any of our teams in social work and beyond, but also responsible for the line management of our clerical officer colleagues.

For a full list of all our departments that may be of interest, please see appendix 1 of this booklet.

### What makes a good Grade IV

- Effective Communication
- Experience of people management
- Organised
- Team Player
- Time Management
- Willingness to learn
- Confidentiality
- Enthusiastic
- Prioritisation

### Pay Scale

**Grade IV**  
(as of 01/03/23)  
€31,547 - €50,348

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## Grade V

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The Grade V role is a management and leadership position and team lead which is a crucial link between frontline staff and senior management with responsibility for resource management and service delivery. Our Grade V's are responsible for higher-level administrative tasks such as strategic management, complaints management, implementation of project plans etc. They have a responsibility for the oversight of the day-to-day running of offices supporting any of our teams in social work but are also responsible for the line management of our clerical officer and assistant staff officer colleagues.

In addition, Grade V's may also be specialised and require previous experience or a qualification in areas such as Information Communication Technology, Finance, Human Resources, Legal etc applicable to the role. For a description of specialised roles please see page 30 for a list of same.

### What makes a good Grade V

- Experience of people management
- Effective Communication
- Organised
- Team Player
- Time Management
- Willingness to learn.
- Confidentiality
- Enthusiastic
- Prioritisation
- Problem-Solving
- Strategic Planning

### Pay Scale

**Grade V**  
(as of 01/03/23)  
€47,335 - €56,722

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## Grade VI

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The Grade VI role is a management and leadership position and departmental lead which is a crucial link between Grade Vs, Grade IVs, clerical officers, and senior management and provides essential support to the Grade VII.

Our Grade VI's are responsible for higher-level administrative tasks such as assisting in the development, implementation, and management of projects and programmes, strategic management, complaints management, implementation of project plans, preparing reports, undertaking projects, etc. They have a responsibility for the oversight of departments and have the responsibility to line manage and develop our Grade V colleagues.

In addition, Grade VI's may also be specialised and require previous experience or a qualification in areas such as Information Communication Technology, Finance, Human Resources, Legal etc applicable to the role. For a description list of specialised roles please see page 28 for a list of same.

### What makes a good Grade VI

- Effective Communication
- Organised
- Team Player
- Time Management
- Willingness to learn
- Confidentiality
- Enthusiastic
- Prioritisation
- Problem-Solving
- Strategic Planning
- People Management Skills

### Pay Scale

**Grade VI**  
(as of 01/03/23)  
€52,559 - €64,212

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## Grade VII

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The Grade VII role is a management position that often supports an area with regard to specific needs including financial, human resource, health and safety, line management of Grade VI's and/or other grades of business support staff and implementing projects locally in consultation with Senior Management.

Grade VII's may also be specialised and require previous experience or a qualification in areas such as Information Communication Technology, Finance, Human Resources, Legal, Health and Safety etc applicable to the role. For a description list of specialised roles please see page 28 for a list of same.

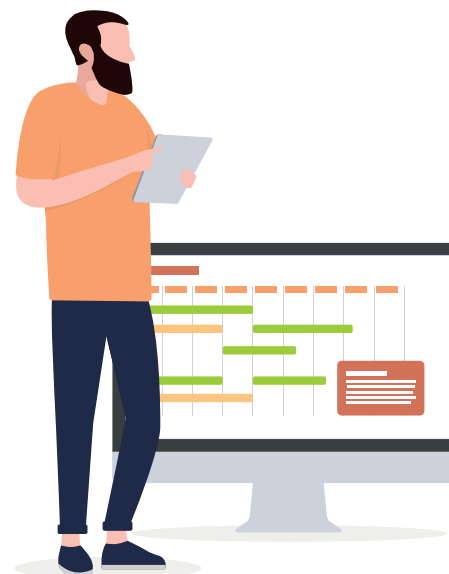
### What makes a good Grade VII

- Effective Communication
- Organised
- Team Player
- Time Management
- Willingness to learn
- Confidentiality
- Enthusiastic
- Prioritisation
- Problem-Solving
- Strategic Planning
- People Management Skills

### Pay Scale

**Grade VII**  
(as of 01/03/23)  
€55,024 - €71,529

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# Examples of Specialised Business Support Roles

**Business Support roles at any grade are required in many of our specialised departments. Qualifications in this area are often required to progress to be considered for one of these roles. However, it is always important to check the eligibility criteria on the job description.**

## Information Communication Technology (ICT)

There are many different departments within the ICT department which are outlined below. These specialised areas will generally require an ICT qualification. It is always best to read the eligibility criteria on the job description for any role that you are interested in.

- **Applications Development**

Applications team are responsible for developing innovative applications that support the work of Tusla and assist staff in maximising the use of technology to work efficiently and effectively.

- **Infrastructure Team**

Infrastructure team manage the Tusla network, telephone systems, servers, storage and cloud services.

- **Data Team**

Data team are responsible for improving the management of data held by Tusla in a secure, holistic and consistent manner that serves the data and information needs of all Tusla stakeholders.

- **Service Delivery Team**

Service Delivery team provide users with the ICT devices, systems and support they require to efficiently perform their role. The Service Delivery unit is responsible for the ICT service desk, change management, incident manager and problem management.

- **Practice and Regional Team**

Practice and Regional team work with social work, social care, family support and educational welfare teams to ensure ICT services and systems are aligned to practice requirements. The regional team are responsible for oversight and supporting the delivery of ICT service across Tusla's 300 office locations.

- **Service Delivery and Design Team**

Service Strategy and Design team are responsible for Strategy Management, Business Relationship Management, Service Portfolio Management, Financial Management, Service Catalogue Management, Risk Management, Information Security Management, Service Continuity Management and Compliance Management.

## People & Change Directorate

Our People & Change Directorate, or Human Resource Department has many specialties under this one umbrella which include Recruitment and Talent Management, Employee Relations, and Workforce Planning. These specialised areas will generally require a qualification in HR from Grade V and above. It is always best to read the eligibility criteria on the job description for any role that you are interested in.

## Legal Services Department

Our Legal Services Department is home to solicitors, trainee solicitors, knowledge management officers, a finance team, and our business support team.

Our Legal Services Department carries out much valued and important work such as providing specialist legal services and support to our colleagues in all areas of child care law, corporate advice and provides vital training in partnership with Workforce Learning Development Department to our employees.

There are many varied roles within this one department and often qualifications in a particular area may be required. It is always best to read the eligibility criteria on the job description for any role that you are interested in.

## Finance

Our Finance Department is home to our finance unit, procurement and estates. There are many varied roles within this one department and often qualifications in a particular area may be required. It is always best to read the eligibility criteria on the job description for any role that you are interested in.



# Workforce Learning Development

## Who We Are

Workforce Learning and Development [WLD] is one unit within the People and Change Directorate. WLD is a national service that is made up of regional teams each with a manager, training and development officers and administrators. We have a governance structure comprising a national director, training coordinator and business support manager.

## Our Role

WLD lead the Learning and Development function of Tusla. We develop and deliver training programmes and other learning and development activities in response to training needs that are identified

- nationally through a **Training Needs Analysis** process which occurs approximately every three years
- locally through HIQA inspections and Case Reviews
- and in response to the priorities of the Agency.

## Why this is relevant to you

Tusla wants to be an employer of choice where staff see that the organisation is committed to their development and growth. There is a strong national policy framework underpinning the need for staff to maintain up-to-date knowledge and skills. All employees can expect to be supported to understand how they can further develop their skills, knowledge, and competencies for the benefit of those who use our services.

Tusla is committed to ensuring that all staff are supported and empowered to continuously learn and improve (Strategic Objective 3 Tusla Corporate Plan 2021 - 2023) so that children, families and communities benefit as much as possible from our services.

# Where to find more information



[www.tusla.ie](http://www.tusla.ie)

[www.changingfuture.ie](http://www.changingfuture.ie)

[www.tusla-candidate.wizzki.com](http://www.tusla-candidate.wizzki.com)

[www.careersportal.com](http://www.careersportal.com)



[tuslarecruit@tusla.ie](mailto:tuslarecruit@tusla.ie)

[peopleandchange@tusla.ie](mailto:peopleandchange@tusla.ie)

## Building your profile on Tusla's Job Portal

You must complete the Tusla Recruit online application linked to the particular post. All posts are posted on the following link:

- <http://www.tusla.ie/about/careers-in-tusla> you need to access the link and follow on-line application instructions.
- Please ensure that you have completed your Tusla Recruit Profile in full and you are happy that the information you have provided is accurate.
- Tusla Recruit can only accept complete applications received by the closing date and time specified on the Job Specification.

- We will not be able to process applications by CV or any other method than that requested.
- Support is available with on-line applications from the Tusla Recruit Team, if you need support please send an email request to [tuslarecruit@tusla.ie](mailto:tuslarecruit@tusla.ie) and put the words System Support in the subject bar of the email. Provide a contact number in the email and then a member of the team will the contact you directly.

## Appendix 1

### List of All Depts in Tusla:

#### 1) Quality Assurance:

- Alternative Care
- Protected Disclosures & Oversight
- Risk and Incident Management
- Service Experience and Feedback
- Early Years' Regulatory Function
- Children's' Service Regulation

#### 2) Ops:

- Alternative Care
- After Care
- Separated Children's Services
- Commissioning
- Therapy Services
- Homelessness
- Child Protection
- PPFS
- NCCIS
- Domestic, Sexual and Gender Based Violence
- Children and Young People's Services Committees
- Children and Young People's Services Committees
- TESS (Tusla Education Support Service)

#### 3) Human Resources:

- Employee Well-being and Welfare
- Workforce Planning
- Recruitment and Talent Management
- Human Resource Operations and Organisational Management
- Employee and Industrial Relations

#### 4) Legal:

- Legal Services Unit

#### 5) Finance:

- Finance Unit
- Procurement
- Estates

## Appendix 2

### How Salary Scales work

The rates of pay, allowances and other pay-related conditions for Tusla employees are approved by the Department of Health. These pay rates are referred to as consolidated pay scales.

These pay scales set out the rates of pay for each grade and include incremental pay (increase in pay). Increments are paid annually. The number of increments paid is determined by your grade.

Pay scales are included under each grade in this information booklet.

Terms to note: LSI

LSI 1 and 2 refer to long service increments which you receive after (usually) being at the top of the scale for period of 3 years, usually.

## Appendix 3

### Salary Scales

For a complete list of all salary scales for posts within Tusla click [here](#).

<https://www.hse.ie/eng/staff/resources/hr-circulars/final-1-march-2023-salary-scales.pdf>

All information correct as of September 2023.





The logo for Tusla, featuring the word "TUSLA" in a bold, white, sans-serif font. The letter "i" is stylized with a dot above it. The logo is set against a background of two overlapping circles in shades of orange.

An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency

[tusla.ie](https://tusla.ie)